

# Clackamas River Water and PGE

## Partnering for a smarter, more resilient grid.

As one of Oregon's largest special districts, **Clackamas River Water** delivers clean, safe water to about 13,000 customers and serves a population of nearly 80,000 people across residential and wholesale accounts. Like many utilities, CRW is always looking for ways to manage its energy and chemical costs — two of its largest operational expenses.

When water resources manager **Steve Houck** joined the organization, he immediately saw the potential to manage those costs more strategically. He explored solutions that would make operations more efficient without compromising reliability.

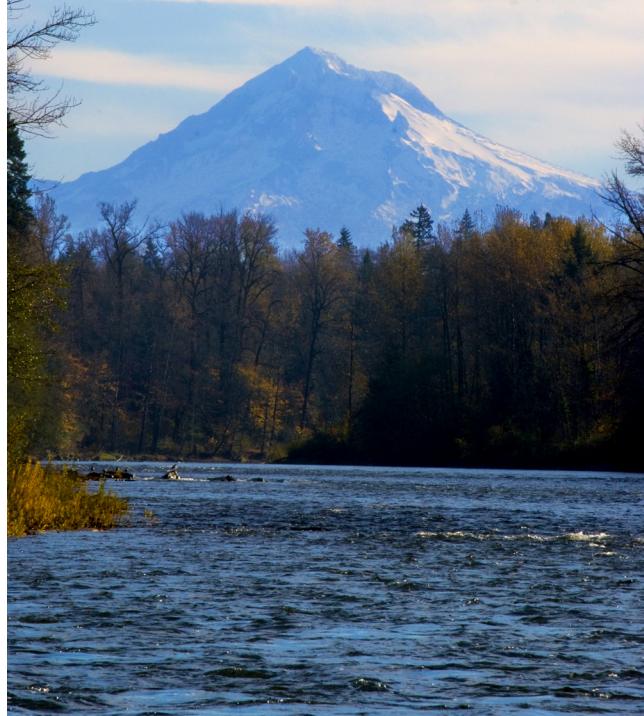
That search led him to **PGE's Energy Partner On Demand program** — a partnership that rewards large customers for temporarily reducing their electricity use during times of high energy demand.

"We're always watching the weather and planning ahead," said Houck. "This program fit naturally with that mindset. If we can use our stored water to help balance the grid and lower our costs, why wouldn't we?"



**"Once we understood how the program worked, it made total sense. We were able to participate safely, maintain service levels and see energy savings right away."**

— Steve Houck, CRW water resources manager



### A look inside

Implementing Energy Partner On Demand took collaboration and planning, but it quickly became part of CRW's routine. By treating its reservoirs as energy storage, the district reduces pumping during peak times, relying on stored water to meet customer needs.

"Using our reservoirs as a battery was a new concept for us. It turned out to be a win-win for both PGE and our customers," said Houck.

Events occur once or twice a month in summer, with CRW ensuring all reservoirs are full beforehand. They are also **upgrading their computerized SCADA control system** and adding **power monitoring** to better track usage and integrate future efficiency measures.



## Smarter systems, stronger communities

Water utilities are vital to community resilience. For CRW, joining Energy Partner On Demand wasn't just a financial move — it reflected a commitment to reliability and stewardship.

By integrating smarter energy strategies into daily operations, CRW shows how public utilities can lead by example.

"It's about being proactive," said Kate Niece, water treatment supervisor. "We're helping the grid, keeping costs manageable and showing our community that small shifts can have a big impact."

The benefits ripple outward — CRW is helping keep their customer rates stable and is a model for other utilities and municipalities to consider.

**"Some utilities are asking for 10-15% rate increases. We've been able to stay closer to 5-6% – and programs like this are a key part of how we do that."**

— Kate Niece, CRW water treatment supervisor



## A model for partnership and progress

CRW's collaboration with **PGE's Energy Partner On Demand** shows how partnership, planning and technology can come together to better manage energy costs, strengthen the grid and deliver lasting community value.

As CRW continues modernizing its systems and exploring renewable opportunities, it stands as a model for how essential service providers can innovate responsibly — ensuring reliable water and energy for generations to come.



## Energy Partner On Demand program at a glance

### What is it

A PGE program for large commercial, industrial and municipal customers that offers financial incentives for shifting energy use during times of high demand.

### How it works

- **Peak Time Events** are called during periods of peak energy demand — hot afternoons or cold mornings
- Participants temporarily reduce non-critical loads — manually or through automated controls
- Enrollment, assessments and communication equipment are **free**
- Incentives may be available to help offset the cost of installing or upgrading automated control systems

### Key benefits

- Earn payments for committed and delivered reductions
- Help stabilize the grid during high-use periods
- Manage operational costs while maintaining flexibility with opt-out days

### Program details

- Free qualification assessment with a PGE Energy Expert
- Events typically last **3-4 hours**, with about **7 in summer** and **4 in winter**
- Advance notice via email, text or phone
- Up to **four opt-out days per season**

### Learn more



Scan the QR code, go to [portlandgeneral.com/epodcrw](http://portlandgeneral.com/epodcrw) or email [energypartner@pgn.com](mailto:energypartner@pgn.com).